



Australian Embassy
The Philippines

Applicant Information Pack

Thank you for considering a career with the Australian Embassy, Manila.

This applicant information pack provides you with the information needed to apply for a job with us. It also contains helpful resources and details about our organisation, and helpful hints on our recruitment process.

Current work opportunity available:

Position Vacancies	Assistant Team Leader
Closing date	11:59pm Monday 25 June 2018
Employment status	Locally Engaged Staff (LES) Permanent employment
Work levels	LE5
Salary per month	Php 67,858.00
Completed applications should be emailed to	manila.recruitment@dfat.gov.au or DFAT HR Section, Australian Embassy Manila Level 23/Tower 2 RCBC Plaza 6819 Ayala Avenue Makati City 1200, Philippines
Position specific enquiries	Rudy Wong Senior Migration Officer Rudy.Wong@dfat.gov.au

About the Australian Government’s Department of Home Affairs

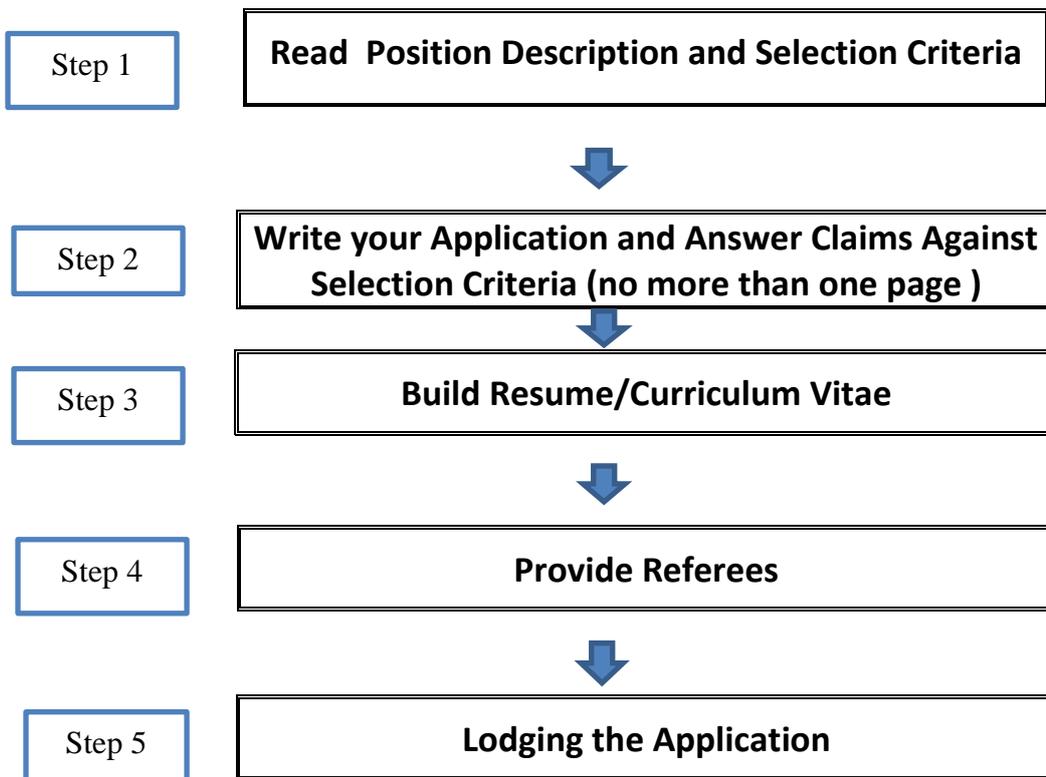
The Department of Home Affairs manages the Migration Programme, the Humanitarian Programme, Australian citizenship, trade and customs, offshore maritime security and revenue collection. The Department also coordinates leadership of Australia's national and transport security, federal law enforcement, criminal justice, cyber security, multicultural affairs, and emergency management.

The Department’s work supports the Australian Government to achieve strong national security, a strong economy and a prosperous and cohesive society. The Department’s work touches every part of Australian life, industry and commerce, trade and travel, our national security, protecting our community and enforcing our laws, the security of our offshore maritime resources and environment, and collecting revenue for the Australia Government.

The Department has offices in every Australian state and territory and in 52 locations outside Australia.

Steps in applying for employment with the Australian Embassy – Manila

The following steps aim to assist applicants in preparing their documents and written applications.



Step 1. Read Position Description and Selection Criteria

About the section

The Department of Home Affairs' Visa and Citizenship Office in Manila processes applications from Filipino citizens and foreign nationals residing in the Philippines for the purposes of short term travel to Australia for tourism, business or study. The office also processes Permanent Migration applications under Partner and Child categories and Citizenship by Descent applications.

About the Position

Under limited direction, the Assistant Team Leader assists the Team Leader and Senior Migration Officer with the operational management of the team and may undertake data collection, status reports and supervisory responsibilities as required. The key responsibilities of the position include, but are not limited to:

- Apply a strong understanding of relevant migration legislation and policies to assess and make fair, reasonable and lawful decisions on a case load of applications on more complex cases.
- Provide high levels of support to the Team Leader and Senior Migration Officer in more complex client situations, including quality and timely advice on escalated cases.
- Develop and deliver training to visa officers.
- Manage and organise work with limited supervision.
- Supervise and provide leadership to others.
- Contribute to section work plans and operational objectives, supporting the management of resources as required and initiating work practice improvements as necessary.
- Undertake reviews of templates, assessment tools, and ensure quality of visa decisions.
- Undertake thorough checks in relation to more complex visa applications, including conducting client interviews, recording case notes and preparing correspondence.
- Conduct research and policy interpretation to manage discrepancies and provide sound advice to decision makers on complex cases as required.
- Maintain and monitor data in the various information management systems and analyse trends to improve the detection of visa fraud and to minimise visa non-compliance.
- Liaise effectively with a range of stakeholders, including staff at other diplomatic missions and government authorities as well as staff at other posts.
- Undertake a range of administrative duties.

Qualifications/ Experience

- Experience in visa processing desirable.
- Tertiary qualification preferred.
- Proficiency in computer software applications including Microsoft Word, Excel; capacity to work with Department Of Home Affairs computer systems.

Selection Criteria

1. Understands

Provide an example when you have helped others to effectively interpret and apply work policies and procedures to make a decision;

2. Connects

Provide an example when you have demonstrated a high level of written and oral communication skills (using English) to effectively lead or supervise others

3. Serves

Give an example of a time when you have monitored and anticipated workloads of yourself and others, in the context of short timeframes and competing priorities.

4. Implement

Explain a time when you have worked with limited supervision, to produce quality work in a high-pressure environment;

5. Innovate

Describe a situation where you have shown initiative, flexibility and the willingness to promote and implement workplace improvement.

Step 2. Write the Application / Answer claims against the Selection Criteria

Your application is the first contact we will have with you. It **should not exceed one page** and should demonstrate and summarise your claims against the selection criteria that describe the qualifications, knowledge, skills, abilities and experience required in a job. In responding to the selection criteria, you should describe with examples how your experience and skills meet the requirements of the job. One example may address several selection criterion.

Your responses to the selection criteria are the **most important** part of your application as they will be used along with your resume by the selection panel to shortlist applicants.

Do not forget to include your contact details, so we can call you if you are shortlisted for interview.

To summarize, your application should contain the following:

- Full name
- Contact details
- Your response to the selection criteria.

How to address the selection criteria?

The key is to:

- demonstrate your capability by providing **evidence** of how you meet the selection criteria;
- provide specific details; and
- where possible, include an indicator of success or a result.

An easy way to do this is to use the **STAR** model - that is

S ituation	Provide a brief outline of the situation or setting
T ask	Outline what <u>you</u> did
A ction	Outline how <u>you</u> did it
R esult	Describe the outcomes

Conciseness is important; applications that exceed the specified word count may not be considered. There is not need to repeat what is in your resume/curriculum vitae. **Applications that do not respond to the selection criteria will not be considered.**

Step 3. Build resume/curriculum vitae

When you apply for a job, the employer will want to see your resume. Your resume (or Curriculum Vitae (CV)) outlines your skills, experience and accomplishments relevant to the job.

You should update your resume regularly, especially when you finish a job or complete a course. It should also be updated for each job you apply for.

What to include in your resume?

Your resume should include your name and contact details, education, employment history and your referees' contact details. You can also include a statement of your career objective, computer skills, professional affiliations and other relevant skills. You could also include information about your hobbies and interests however this is not essential.

Key information that should be included:

<ul style="list-style-type: none">• Contact details	<ul style="list-style-type: none">• Education and training qualifications
<ul style="list-style-type: none">• Career objective	<ul style="list-style-type: none">• Demonstrated skills
<ul style="list-style-type: none">• Employment history	<ul style="list-style-type: none">• Special achievements

We do not require personal details such as date of birth, marital status, height, weight, religion and gender.

Step 4. Provide referees

We require the contact details of two referees as part of our recruitment process. Referees may be used by the selection panel to validate the claims you have made in your application and interview. Your referees may include the following:

- Previous employer/immediate supervisor from current or recent previous employment
- Senior person as advisor/ mentor
- Professor
- Colleagues in your previous work
- Schoolmates
- Former subordinates

When choosing referees, ensure they know you well and can be contacted easily. Contact your referees to let them know you've put their names down and to get their agreement to be named as a referee. You may also want to talk to your referee about the job you are applying for, the skills required and how you match the job's requirements.

Note: Only applicants who have been selected for interview may have their referees contacted.

Referee details for be included:

	Referee 1	Referee 2
Name		
Position		
Contact details (Phone no and Email Address)		
Relationship to applicant (e.g. immediate supervisor from current or recent previous employment, or a senior person as advisor/mentor)		
Period known:		

Step 5. Lodging the application

Once you have completed your application you should email the following to us by the **closing date**:

- Application, including Statement of Claims against the selection criteria
- Resume/Curriculum Vitae
- Referees (2 people including your current manager/supervisor)

Completed applications should be submitted via email to manila.recruitment@dfat.gov.au. Attached documents must not exceed 5.0 MB and the subject line of your email should include: position applied for, applicant's family name, first name and date (e.g. Assistant Team Leader LE5 – Dela Cruz, Juan XX June 2018).

Alternatively, your completed application can also be sent to us by mail or courier to the address below. You should note however, the completed application must be received by the Embassy on or before the closing date and late applications will not be accepted. **We take no responsibility for any mail or courier service delays in delivering completed applications to the Embassy.**

DFAT HR Section, Australian Embassy Manila

Level 23/Tower 2 RCBC Plaza

6819 Ayala Avenue

Makati City 1200, Philippines